Samsung ProXpress M3320ND

Troubleshooting

This chapter gives helpful information for what to do if you encounter an error.

- Tips for avoiding paper jams
- Clearing paper jams
- Understanding the status LED
- Understanding display messages

This chapter gives helpful information for what to do if you encounter an error. If your machine has a display screen, check the message on the display screen first to solve the error.If you cannot find a solution to your problem in this chapter, refer to the *Troubleshooting* chapter in the Advanced Guide (see Troubleshooting).If you cannot find a solution in the User's Guide or the problem persists, call for service.

Tips for avoiding paper jams

By selecting the correct medias, most paper jams can be avoided. To avoid paper jams, refer to the following guidelines:

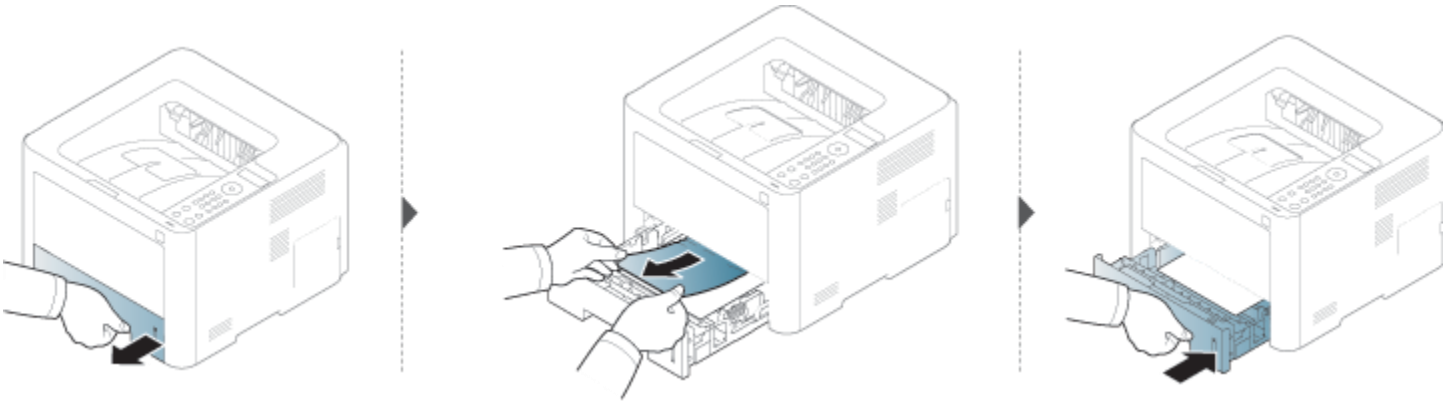
- Ensure that the adjustable guides are positioned correctly (see Tray overview).
- Do not remove paper from the tray while your machine is printing.
- Flex, fan, and straighten paper before loading.
- Do not use creased, damp, or highly curled paper.
- Do not mix papers in a tray.
- Use only recommended print media (see Print media specifications).

Clearing paper jams

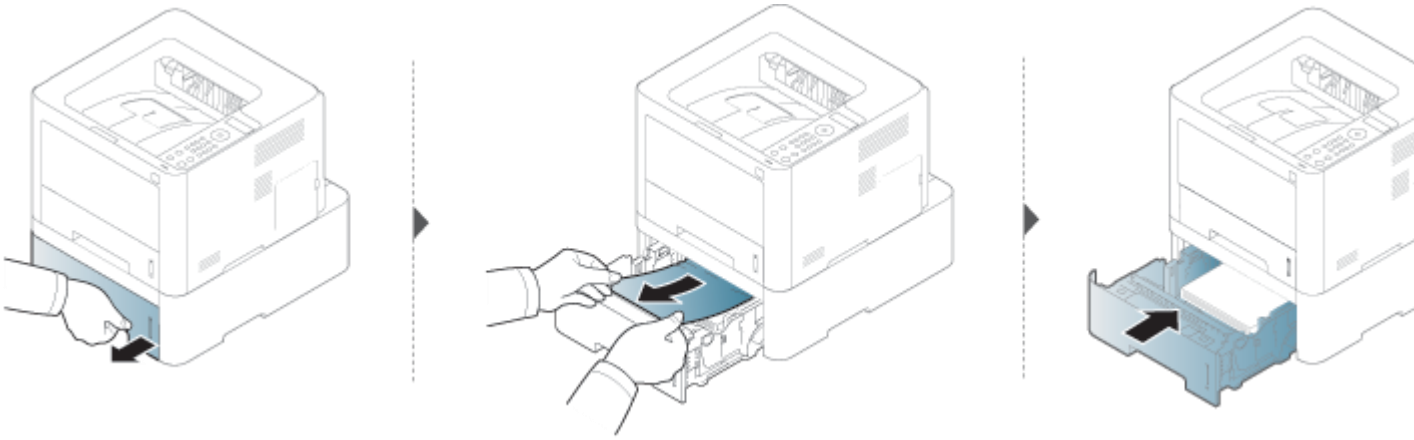
To avoid tearing the paper, pull the jammed paper out slowly and gently.

In tray 1

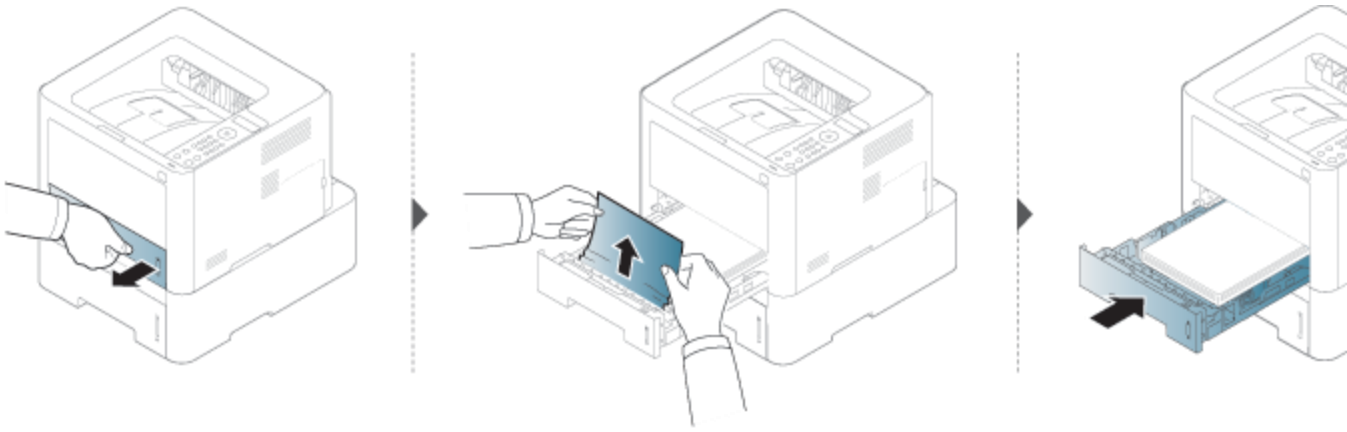
Illustrations on this user's guide may differ from your machine depending on its options or models. Check your machine type (see Front view).

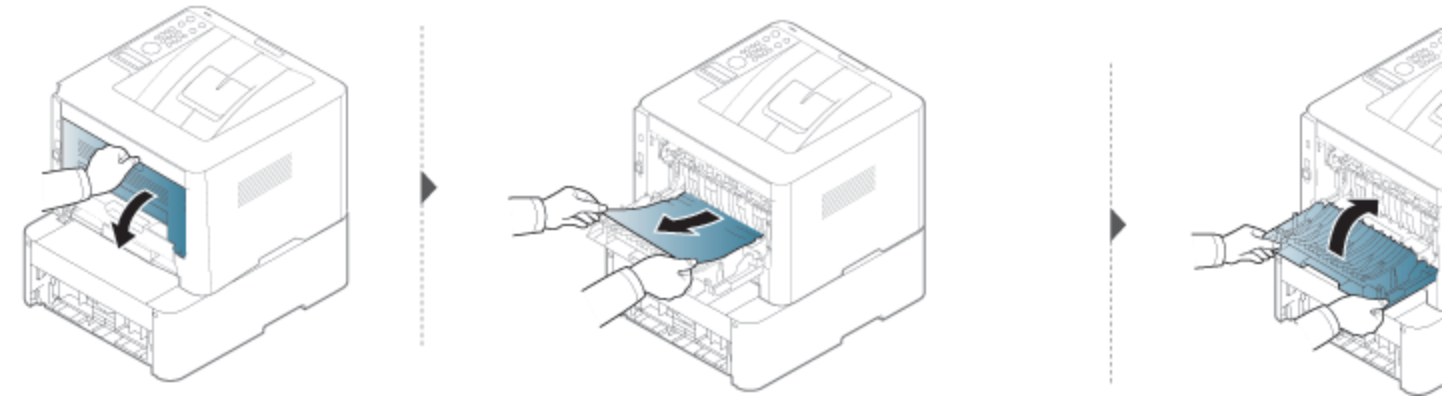


In optional tray



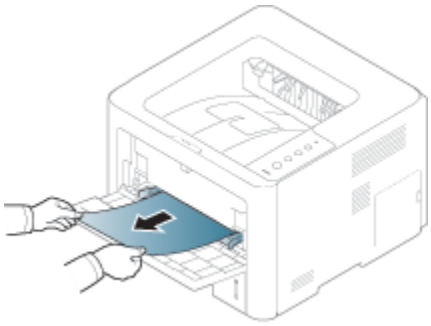
If you do not see the paper in this area, stop and go to next step:



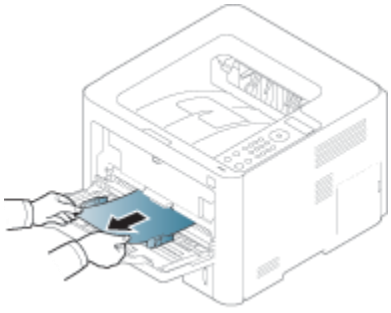


In the manual feeder/multi-purpose tray

M331xND/M3320ND/M3325ND/M382xD



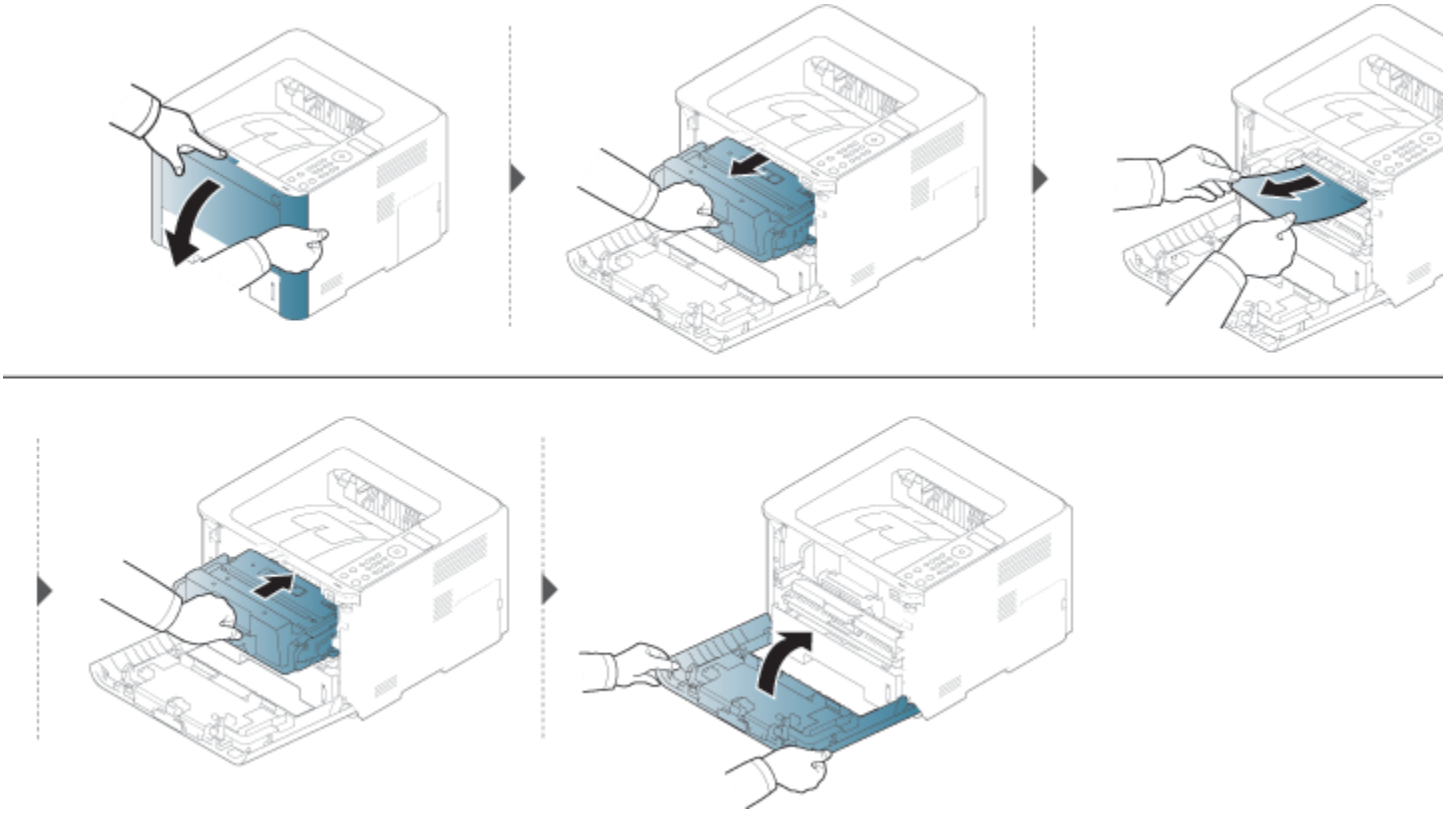
M3321ND/M382xND/M382xDW/M402xND series



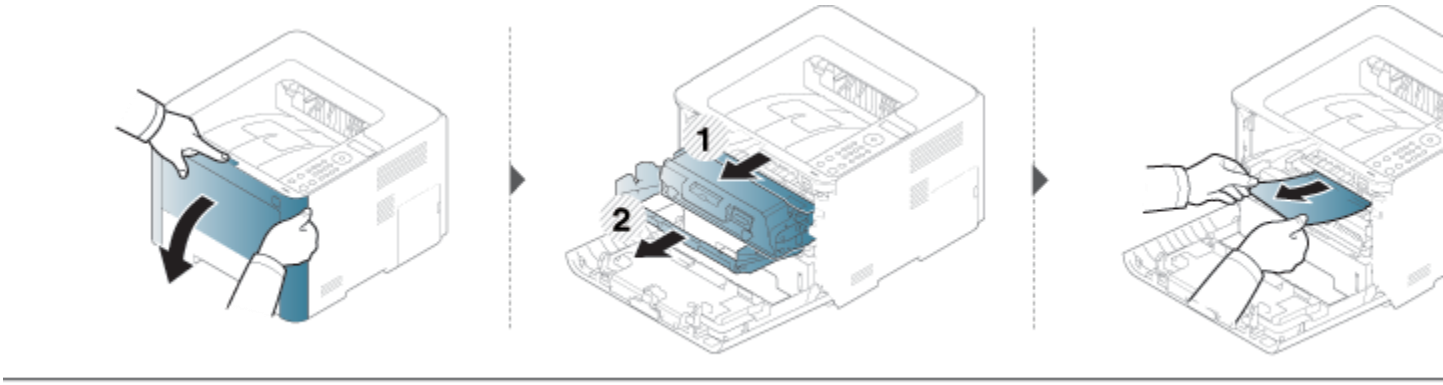
Inside the machine

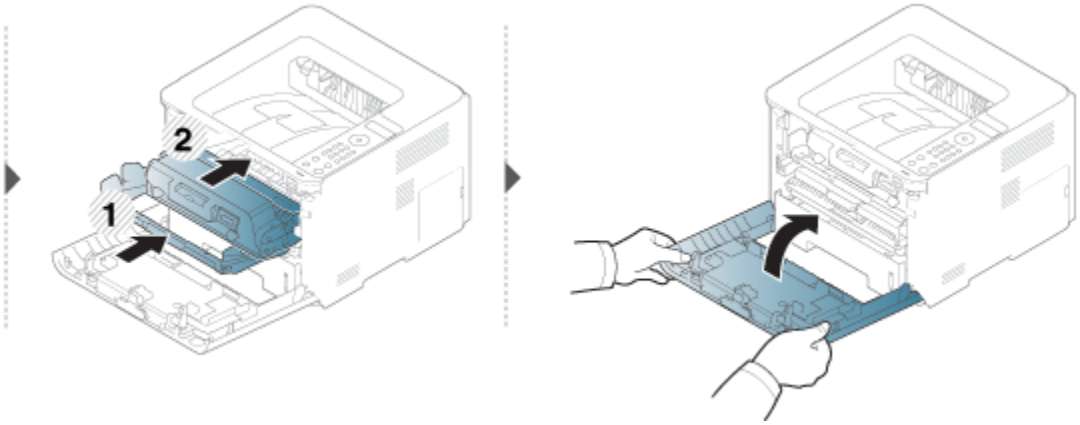
The fuser area is hot. Take care when removing paper from the machine.

M3310/M3320/M3321/M3820/M4020 series



M3325/M3825/M4025 series

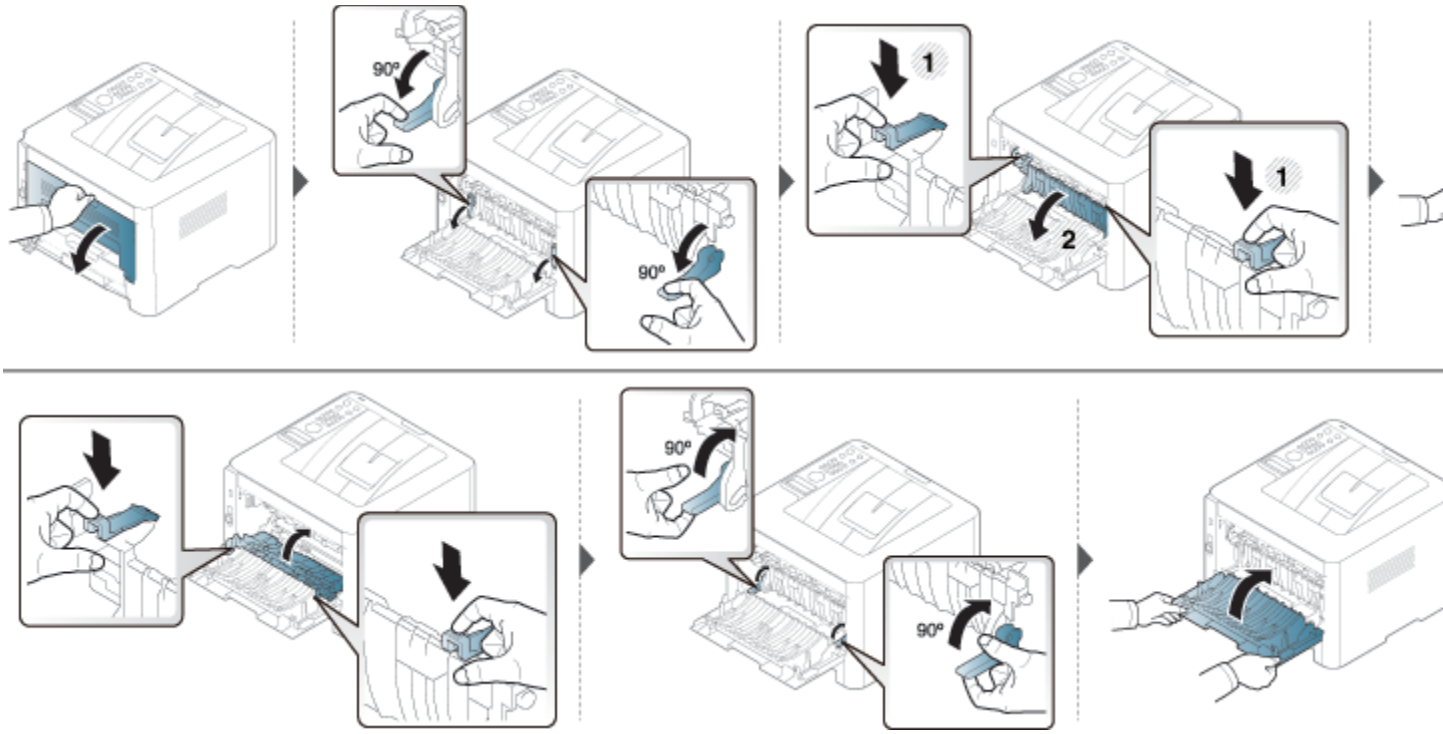




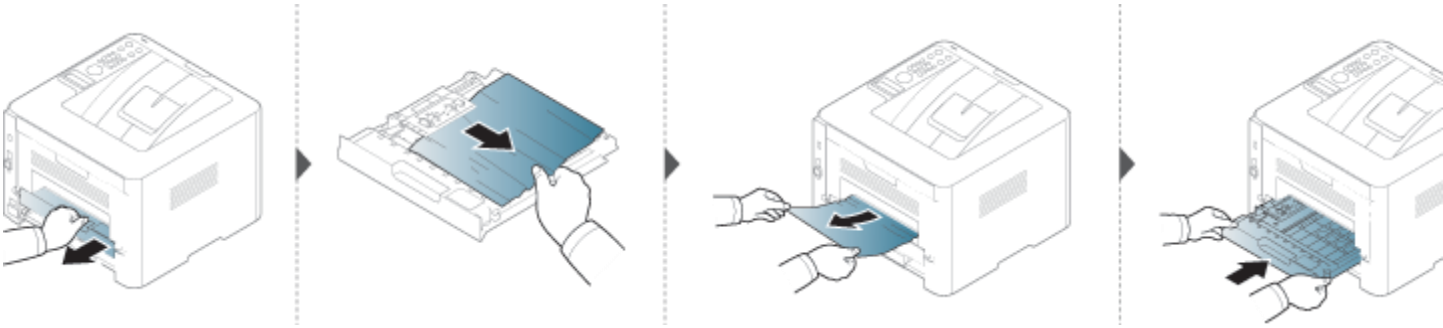
In exit area

The fuser area is hot. Take care when removing paper from the machine.

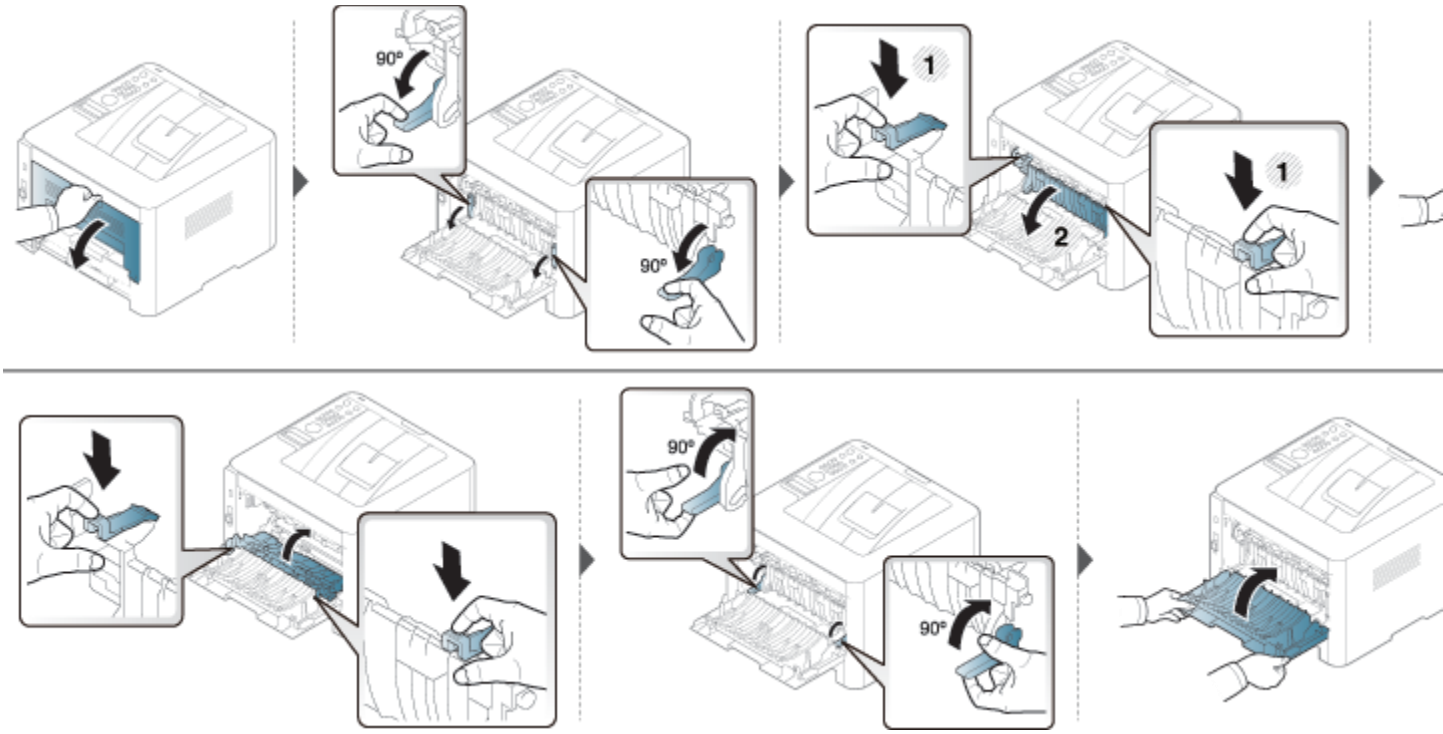
If you do not see the paper in this area, stop and go to next step:



In the duplex unit area



If you do not see the paper in this area, stop and go to next step:



Understanding the status LED

The color of the LED indicates the machine's current status.

- Some LEDs may not be available depending on model or country (see Control panel overview).
- To resolve the error, look at the error message and its instructions from the troubleshooting part (see Understanding display messages).
- You also can resolve the error with the guideline from the computers's Samsung Printing Status program window (see Using Samsung Printer Status).
- If the problem persists, call a service representative.

LED	Status		Description
(⇠⇢/⚠) Status	Off		The machine is off-line.
	Green	Blinking	When the backlight blinks, the machine is receiving or printing data.

		On	• The machine is on-line and can be used.
	Red	Blinking	• A minor error has occurred and the machine is waiting for the error to be cleared. For models that supports display screen on the control panel, check the display message. When the problem is cleared, the machine resumes. • Small amount of toner is left in the cartridge. The estimated cartridge life[a] of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner (see Redistributing toner).[b]
		On	• A toner cartridge has almost reached its estimated cartridge life[a]. It is recommended to replace the toner cartridge (see Replacing the toner cartridge). • The cover is opened. Close the cover. • There is no paper in the tray when receiving or printing data. Load paper in the tray. • The machine has stopped due to a major error. Check the display message (see Understanding display messages). • A paper jam has occurred (see Clearing paper jams). • An imaging unit has almost reached it's estimated cartridge life[c]. It is recommended to replace the toner cartridge.
( ) WPS[b]	Blue	Blinking	The machine is attempting to connect to a wireless network.

		On	The machine is connected to a wireless network (see Wireless network setup).
		Off	The machine is disconnected from a wireless network.
() Power/Wakeup	Blue	On	The machine is in power save mode.
		Off	The machine is in ready mode or machine's power is off.
Eco	Green	On	Eco mode is on (see Eco printing).
		Off	Eco mode is off.

[a] Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19798. The number of pages may be affected by operating environment, percentage of image area, printing interval, graphics, media and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.

[b] Some LEDs may not be available depending on model or country (see Control panel overview).

[c] When the imaging unit has reached its end of life, the machine will stop printing. In this case, you can choose to stop or continue printing from the SyncThru™Web Service (Settings > Machine Settings > System > Setup > Supplies Management> Imaging Unit Stop) or Samsung Easy Printer Manager (Device Settings > System > Supplies Management > Imaging Unit Stop). Turning off this option and continuing to print may damage the device's system.

Understanding display messages

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' and their meaning, and correct the problem, if necessary.

- You can resolve the error with the guideline from the computers's Printing Status program window (see Using Samsung Printer Status).
- If a message is not in the table, reboot the power and try the printing job again. If the problem persists, call a service representative.
- When you call for service, provide the service representative with the contents of display message.
- Some messages may not appear on the display depending on the options or models.
- [error number] indicates the error number.
- [tray type] indicates the tray number.
- [media type] indicates the media type.

- [media size] indicates the media size.

Paper Jam-related messages

Message	Meaning	Suggested solutions
Paper jam in exit area	Paper has jammed in the exit area.	Clear the jam (see In exit area).
Paper jam inside of duplex	Paper has jammed during duplex printing. This is applicable only to machines with this feature.	Clear the jam (see In the duplex unit area).
Paper jam inside machine	Paper has jammed in inside the machine.	Clear the jam (see Inside the machine).
Paper jam in tray1	Paper has jammed in the tray.	Clear the jam (see In tray 1).
Paper jam in tray 2	Paper has jammed in the optional tray.	Clear the jam (see In optional tray).
Paper jam in MP tray	Paper has jammed in the multi-purpose tray.	Clear the jam (see In the manual feeder/multi-purpose tray).

Toner-related messages

Message	Meaning	Suggested solutions
Install toner	A toner cartridge is not installed.	Reinstall the toner cartridge.
	A toner cartridge is not being detected	Reinstall the toner cartridge two or three times to confirm it is seated properly. If the problem persists, contact the service representatives.
	Not removed protective film from toner.	Remove the protective film from the toner cartridge.
Not Compatible Toner cartridge	The indicated toner cartridge is not suitable for your machine.	Install the corresponding toner cartridge with a Samsung-genuine cartridge (see Replacing the toner cartridge).
Prepare new cartridge	Small amount of toner is left in the indicated cartridge. The estimated cartridge life[a] of toner is close.	Prepare a new cartridge for a replacement. You may temporarily increase the printing quality by redistributing the toner (see Redistributing toner).

Message	Meaning	Suggested solutions
Replace new cartridge	A toner cartridge has reached its estimated cartridge life[a].	• You can choose Stop or Continue as shown on the control panel. If you select Stop, the printer stops printing. If you select Continue, the printer keeps printing but the printing quality cannot be guaranteed. • Replace the toner cartridge for the best print quality when this message appears. Using a cartridge beyond this stage can result in printing quality issues (see Replacing the toner cartridge).

[a] Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19798 (see Available consumables). The number of pages may be affected by operating environment, percentage of image area, printing interval, media, percentage of image area, and media size. Some amount of toner may remain in the cartridge even when replace new cartridge appears and the machine stops printing.

Samsung does not recommend using a non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee a non-genuine Samsung toner cartridge's quality. Service or repair required as a result of using non-genuine Samsung toner cartridges will not be covered under the machine warranty.

Imaging unit-related messages

Message	Meaning	Suggested solutions
Not Installed Imaging unit	An imaging unit is not installed.	Reinstall the imaging unit.
	An imaging unit is not being detected	Reinstall the imaging unit two or three times to confirm it is seated properly. If the problem persists, contact the service representatives.
	Not remove protective film from toner.	Remove the protective film from the imaging unit.
Not compatible Imaging unit	The imaging unit is not suitable for your machine.	Install the corresponding cartridge with a Samsung-genuine cartridge (see Replacing the imaging unit).

Message	Meaning	Suggested solutions
Prepare new Image unit	Small amount of toner is left in the imaging unit. The estimated cartridge life of toner is close.	Prepare a new imaging unit for a replacement.
Replace new Image unit	An imaging unit has reached its estimated cartridge life.	• You can choose Stop or Continue as shown on the control panel. If you select Stop, the printer stops printing. If you select Continue, the printer keeps printing but the printing quality cannot be guaranteed. • Replace the imaging unit for the best print quality when this message appears. Using a cartridge beyond this stage can result in printing quality issues (see Replacing the imaging unit). • If the machine stops printing, replace the imaging unit (see Replacing the imaging unit).

Samsung does not recommend using a non-genuine Samsung cartridge such as refilled or remanufactured. Samsung cannot guarantee a non-genuine Samsung cartridge's quality. Service or repair required as a result of using non-genuine Samsung cartridges will not be covered under the machine warranty.

Tray-related messages

Message	Meaning	Suggested solutions
Paper Empty in [tray number]	There is no paper in the indicated tray.	Load paper in the tray (see Loading paper in the tray).

Network-related messages

Message	Meaning	Suggested solutions
Network Problem: IP Conflict	The IP address is used elsewhere.	Check the IP address or obtain a new IP address.
802.1x Network Error	Fail to authenticate.	Check the network authentication protocol. If the problem persists, contact your network administrator.

Misc. messages

Message	Meaning	Suggested solutions
Door Open Close it	The cover is not securely latched.	Close the cover until it locks into place.
Error [error number] Install toner	The toner cartridge is installed improperly, or the connector is polluted.	Reinstall the Samsung-genuine toner cartridge two or three times to confirm it is seated properly. If the problem persists, please call for service.
Error [error number] Turn off then on	The machine unit cannot be controlled.	Reboot the power and try the printing job again. If the problem persists, please call for service.
Error [error number] Call for service		
Not proper room temp. Move set	The machine is in a room with improper room temperature.	Move the machine to a room with proper room temperature.
Output bin Full Remove paper	The output tray is full.	Remove papers from the output tray, the machine resumes printing. If the problem persists, call for service.
Replace	The life of the fuser unit will be expired soon.	Replace the fuser unit with a new one. If the problem persists, please call for service.

Message	Meaning	Suggested solutions
Fuser Soon		
Replace new Fuser unit	The life of the fuser unit will be expired.	
• Replace new Tray1 roller	The life of the tray pick-up roller will expired soon.	Replace the tray pick-up roller with a new one. If the problem persists, please call for service.
• Replace new Tray2 roller	The life of the tray pick-up roller will expired.	